

Product Number: 2416.01.10

AUTO ATTENDANT

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Product Manager: Brett Shaw
Phone: 801-537-9090
E-mail: bshaw@utah.gov

The Auto Attendant system allows the caller to be automatically directed or transferred to the desired user's extension without the assistance of a receptionist or operator. This functionality is commonly performed via voice mail services and/or automatic call distribution capabilities of the voice system.

The Department of Technology Services (DTS) provides voice mail and auto attendant services for approved agency locations.

FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Planning and Implementation	Planning and implementation of phone service for Executive Branch agencies and other branches of state government is managed by DTS.
Installation	Installation of service trunks, circuits, and equipment is provided by DTS.
Programming	Program voice mail and auto attendant systems for call routing services.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Additional Services	DTS offers a variety of optional calling services through the service provider for an additional charge. For information on the prices and availability of these and other services in your area, or for additional instructions on using these services, visit the DTS web site at http://its.utah.gov/productsservices/voiceprods/voiceprods.htm or contact the agency assigned Voice Planner by calling the DTS Help Desk at 801-538-3440.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Installation	Vendor Installation (Applies to Agency requested services that do not qualify or meet agency site requirements.)	Cost Plus 8%
Phone Tech Labor	System Maintenance (Applies to Agency requested services that do not qualify or meet agency site requirements.)	\$75.00/hour
Billing Support	DTS Finance and Accounting is available to answer questions and resolve issues regarding your bill.	No Charge

ORDERING AND PROVISIONING

For agencies requesting voice mail and or auto attendant services, please contact the agency assigned DTS Voice Planner or contact the DTS Customer Support Center by calling (801) 538-3440 or (800) 678-3440.

All telephone service requests must be in writing. For service requests, please send an email to the DTS Telecom Order Desk at ITSORDERBOX@UTAH.GOV

DTS RESPONSIBILITIES

Design the telephone system that will meet the needs of the customer at an affordable cost.

Engineer and install voice systems that maintain a Grade of Service (GOS) guarantee of P.05. This means that only five percent of calls attempted receive a busy signal during the busiest hour of the busiest day. Telephone systems are engineered for an agency's peak busy hour.

AGENCY RESPONSIBILITIES

For agencies requesting voice mail and or auto attendant services for locations that do not comprise the employee base to warrant these services, the agency is responsible for system costs including, installation and on-going maintenance support.

Contact the agency assigned DTS Voice Planner to plan telephone needs or contact DTS Customer Support Center by calling (801) 538-3440 or (800) 678-3440.

Submit service requests to the DTS Telecom Order Desk by emailing: ITSORDERBOX@UTAH.GOV

Notify DTS Customer Support Center of any problems by calling (801)538-3440 or (800)678-3440.

Review billing to ensure accuracy. Any discrepancies must be discussed with DTS Billing within 30 days.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied